



Honoring Warriors and the Army Family Covenant

U.S. Army Health Clinic Katterbach

Guide to Host Nation Healthcare



Routine and Specialty Care



Maternity Care



Patient Liaisons



Emergencies and Surgery

and much more.....



The “Guide to Host Nation Healthcare” is a field manual to enhance your comfort when navigating your local medical community.

You will also get a lot of help from your Military Treatment Facility staff.

Be sure to visit your clinic page on the Europe Regional Medical Command Web site at <http://ermc.amedd.army.mil> to view or download the most current version of this guide.





Contents

Letter from the Bavaria MEDDAC Commander	4
Letter from the Clinic Commander	5
Our Service for You	6
Host Nation Patient Liaisons	7
The Host Nation Health Care Experience	8
Packing for a Hospital Stay	9
Emergency Medical Care	11
Host Nation Hospital Information from A to Z	13
Getting Help After Hours	18
Local Host Nation Hospitals	19
Ansbach Klinikum	20
Klinik Neuesdettelsau	24
Maps and Driving Directions	28
Frequently Asked Questions	32
Quick Reference Numbers	35
Web Links and Other Resources	36

Bavaria Medical Department Activity Commander

Dear Bavaria Beneficiaries,

In your hands you hold one of the best resources available regarding the Host Nation health care system. This comprehensive guide was assembled by dozens of health care professionals including your local clinic staff, Host Nation patient liaisons and TRICARE personnel. As a result of their commitment to quality care, you now have the tools you need to successfully navigate the Host Nation health care system.

In this guide, you will find information about your local Host Nation hospitals and learn about Host Nation customs. You will also gain a better understanding of how emergency medical care works in Bavaria and find a compiled list of important phone numbers.

As you go through the guide and have questions, please contact your local clinic. Staff is available to answer your health care questions.

Our goal is to take care of Soldiers and their Families by providing them with the best possible health care at both our Army clinics and Host Nation hospitals. I truly believe this booklet is a step in the right direction in having a successful Host Nation experience.

Now that you have the booklet, make sure you use it. Only you can take charge of your health.

Fortress of Health, Army Strong!

Commander
U.S. Army Medical Department Activity, Bavaria

Letter from the Clinic Commander

The U.S. Army Health Clinic Katterbach is committed to providing the best quality medical care possible. If services are not available at this clinic, you may be referred to a Host Nation Preferred Provider, clinic or hospital.

This booklet provides information about how to access Host Nation medical care and to hopefully make you comfortable about visiting health care providers we have partnered with in our area.

The local TRICARE Service Center is the coordinating office for medical care through a local hospital or provider. Please be sure to visit the TRICARE Service Center during in-processing to verify your eligibility and enrollment status.

We value your commitment to our Nation and promise to provide access to quality health care and continuity of care commensurate with your service.

Please let us know how we can serve you better. We will listen. We have the time.

Clinic Commander
U.S. Army Health Clinic Katterbach



Bavaria Medical Department Activity

Mission

PROVIDE PATIENT CENTERED QUALITY HEALTHCARE WHILE MAINTAINING A TRAINED AND READY FORCE.

Vision

BE A TRUSTED TEAM PROVIDING THE BEST HEALTHCARE EXPERIENCE - IMPROVING HEALTH THROUGH POSITIVE OUTCOMES.

Our Services for You

You can make an appointment at the U.S. Army Health Center Katterbach at www.tricareonline.com or by calling the appointment line at DSN 467-3398 or civilian 09802.83.3398. If an appointment is not readily available or if you need specialty care not provided by the health center, you may be referred to a Host Nation provider.

TRICARE Prime Access Standards

TRICARE Prime access-to-care standards assure you receive timely, quality care. If timely care is unavailable at the U.S. Army Health Clinic Katterbach, you may be referred to another Military Treatment Facility or to a Host Nation provider or hospital. A Health Care Finder at the local TRICARE Service Center will then help you locate a provider within the Preferred Provider Network.

Active duty military and their Family members will be scheduled for appointments in accordance with these standards:

Appointment Type	Required within:
Acute illness	24 hours
Routine illness	7 calendar days
Well visits	28 calendar days
Specialty care	28 calendar days

Non-TRICARE Prime beneficiaries, including military retirees, DoD civilian employees and eligible third-party payees may be seen at a Military Treatment Facility on a space-available basis. They should check appointment schedules regularly. To assure continuity of care, it is recommended that military retirees and third-party payees establish a relationship with a Host Nation provider.

Host Nation Preferred Provider Network

The TRICARE Eurasia Preferred Provider Network, or PPN, consists of Host Nation health care providers who agree to provide care to TRICARE beneficiaries and assist them in filing TRICARE claims. In most cases, PPN providers will not require up-front payment from TRICARE Prime beneficiaries.

Preferred providers offer beneficiaries three important benefits:

- **Comfort:** To join the network, providers must demonstrate that they can communicate with TRICARE beneficiaries in English. They are also sensitive to cultural differences U.S. military personnel and their Families may encounter in their facilities.
- **Confidence:** A provider's credentials and experience are verified before being approved to join the network.
- **Convenience:** Preferred providers agree to file claims for TRICARE Prime beneficiaries. If you are a TRICARE Prime beneficiary, you will not have to file a claim or pay out of your pocket when you get authorized, covered care from a PPN provider.

Your local TRICARE Service Center staff will help you find a PPN provider or hospital when you are referred for Host Nation care. You can also use the PPN Provider Search Tool on the TRICARE Eurasia Web site.

6 Guide to Host Nation Healthcare

TRICARE Eurasia-Africa

The TRICARE Eurasia Web site at www.tricare.mil/tma/EurasiaAfrica/ offers a wealth of information for beneficiaries, including benefit information, forms, a handy downloadable "Passport" reference guide for getting care in the TRICARE Eurasia area, Preferred Provider Network contact information and much more.

Your local TRICARE Service Center

Be sure to visit your local TRICARE Service Center during in-processing to verify your TRICARE eligibility and enrollment status. It is located in the Katterbach Health Clinic, in Building 5810, in room 009. The phone number is DSN 467-2353 or civilian number 09802.83.2353.

Don't forget to take your ID card and to check your DEERS registration and address. You can update your address in DEERS online at www.tricare.mil/DEERS/

Service center representatives can explain how to access care at a Military Treatment Facility or at a TRICARE-approved Host Nation facility. This is important prior to treatment or hospitalization at a Host Nation medical facility, particularly for military retirees over 65 years old enrolled in TRICARE for Life, which requires concurrent enrollment in Medicare Part B.

Advisors at your local TRICARE Service Center can also help schedule your initial appointment with the Host Nation provider and give you contact names and phone numbers, a map with driving directions, and other useful information. They can also help you understand required medical documentation and medical bills.

Host Nation Patient Liaisons

Host Nation Patient Liaisons are available to assist U.S. beneficiaries hospitalized in Host Nation medical facilities. Patient liaisons can be contacted at DSN 467-2169 or civilian 09802.83.2169. After hours, the liaisons can be reached by contacting the MP desk at DSN 467-3856/3855 or civilian 09841.3856/3855. The patient liaison office is located in Building 5810, Katterbach Kaserne.



Host Nation Patient Liaisons can:

- Help plan your transfer from a Military Treatment Facility to a Host Nation medical facility or from a Host Nation facility to a military medical facility by civilian ambulance or by your privately owned vehicle.
- Ease language barriers between the patient and Host Nation Providers and provide the patient with a copy of the U.S. Army Europe Medical Phrase Book.
- Talk to your Host Nation physician to get up-to-date information on your medical condition and treatment plan.
- Answer questions about treatment, environment of care, and follow-up care to the best of their knowledge, or when doctors are unavailable.
- Assess and interpret patient concerns to determine specific assistance needed.
- Conduct follow-up visits to assess treatment progress and/or plans for the patient's transfer to other hospitals or Military Treatment Facilities.
- Assist with the discharge of a patient from a Host Nation hospital.
- Provide local resources for medical supplies and pharmacies.

The Host Nation Health Care Experience

The use of Host Nation medical facilities is not new. For many years, Host Nation hospitals have provided emergency care and treatment unavailable at U.S. Military Treatment Facilities.

Host Nation medical clinics and hospitals have much in common with those in the United States. Host Nation providers and staffs are highly educated professionals who provide excellent medical services. The last World Health Organization health system rating placed Italy, France, Luxembourg, the Netherlands, the United Kingdom, Germany, and Spain in the top 25 of the world's health systems of overall patient satisfaction. The U.S. was number 37.

Because we are overseas, remember that healthcare delivery follows cultural norms of the host country. Do not expect their medical system to be like ours.

General Observations

- **Language:** Though many Host Nation doctors may speak English, their staff may not. If you do not speak the Host Nation language, take a bilingual dictionary with you. Although your Host Nation Patient Liaison will provide you with a medical terminology translation booklet, your stay in the hospital can be an excellent opportunity to learn a few words of the Host Nation language.



- **Asking questions of your physician:** During rounds, junior physicians often accompany attending physicians. This can make it difficult for patients to feel comfortable asking questions. Write down your questions. During rounds, it is appropriate to ask if your doctor has time to address your questions. If not, ask when your doctor can return. Your Host Nation Patient Liaison should be able to assist. Some Host Nation physicians may not be in the habit of explaining details to patients. They will answer all your questions when asked, but sometimes do not volunteer all results or information. Be sure to ask doctors and nurses about the treatment plan.
- **Privacy:** Host Nation privacy standards may differ from ours, so please keep in mind that we are in their country. These pointers may help:
 - Host Nation physicians may not always use a chaperone when examining patients of the opposite sex. Ask for a chaperone if you feel uncomfortable.
 - Generally, there are no privacy screens between beds. Do not wear transparent clothing. Take appropriate clothing that allows you to remain semi-dressed during an upper body exam.
 - You may be asked to undress while nursing staff is passing through the area. This is considered proper. Be respectful of their standards and look for ways to accommodate yours.

8 Guide to Host Nation Healthcare

Overnight Visitors

When visiting someone in the hospital, it is inappropriate to lie in the hospital bed, with or without the patient. In pediatric wards, the parent can request an additional bed to sleep in at night only if space is available. Respect the privacy and personal space of other patients who share the same room. Hospitals may charge for an extra bed and meals. Because they are not directly related to the patient's care, those charges will not be reimbursed by TRICARE.

Packing for a Hospital Stay

During hospitalization, you may need:

- Your ID card for admission or emergency care
- A list of medications you are currently taking
- Towels and washcloths
- Nightgown or pajamas, slippers and robe
- Personal hygiene items
- Euro for the telephone or items you may wish to buy
- Notebook and pen
- Books, magazines or newspapers
- Snacks
- Bottled water (mineral water is common in Host Nation hospitals)
- Dictionary (a Host Nation Patient Liaison will give you a medical phrase book)
- Set of clothes for going home after discharge from the hospital
- DVD/earphones
- Bras (necessary regardless of whether you are breast or bottle feeding)
- Kleenex
- Phone numbers/ address book
- Clock for your bedside
- Car seat (this is German law!)
- Diapers



Please don't bring any valuables!

In general, don't bring money, jewelry or other valuables. The hospital or clinic will not assume responsibility for lost or stolen items. In most of the clinics, you will be able to check valuables or money on admission or secure your things in a patient locker.

If you experience any problems during your stay, please inform your Host Nation Patient Liaison.

Notes

Emergency Medical Care

A medical emergency is one in which life, limb or eyesight may be in immediate danger.

Time may be a critical factor during a medical emergency. Getting familiar with Host Nation emergency care options and civilian ambulance services **before** an emergency is recommended.



The Katterbach clinic does not provide emergency care. For medical emergencies, go to the hospital nearest you or dial 116 on post, 09802.83.116 off post, or call the MP station at 09841.83.3856. If you go to a German clinic or hospital without a referral, you must contact the clinic's TRICARE Service Center at DSN 467-2619/2677 or 09802.83.2619/2677 the next working day to ensure that TRICARE will cover the cost of your care. For 24-hour medical advice, call the toll-free Nurse Advice Line at 00800.4759.2330.

Most Military Treatment Facilities in Europe are not staffed nor equipped to respond to a major medical emergency. Find out which emergency services are available on and off post.

USAG Katterbach Emergency Phone Numbers 24/7

	DSN	Civilian
German ambulance	467-116	09802.83.116
German Police	467-114	09802.83.114
German Fire Dept.	467-116	09802.83.116
Military Police	467-114	09802.83.114

While traveling, active duty and active duty Family members can call International SOS toll-free or collect at 0800.181.8505.

If you cannot obtain assistance locally, call the U.S. Army Europe Crisis Action Center 24 hours a day. Call DSN 377-4906 or civilian (49) 06221.67.7099 from anywhere in Europe.

Civilian Ambulance Service

The U.S. Army does not provide ambulance service. You must be prepared to call and communicate with a Host Nation ambulance service. Some have English-speaking medical personnel. Some do not. It is your responsibility to know which one to call in an emergency. Your local Military Police will be able to help.

The German Red Cross has a universal phone number for requesting an ambulance. From off-post, call German civilian number 09802.83.116. From an on-post DSN phone, call 467-116.

Ambulances should be called for bona fide emergencies only. If you think you have an emergency that requires an ambulance, do not hesitate to call one. However, an ambulance should not be called for routine transportation.

Do not assume the ambulance service is familiar with your garrison. If you call an ambulance from on-post, be sure to alert the Military Police for assistance. Whatever your location, have someone meet and direct the ambulance.

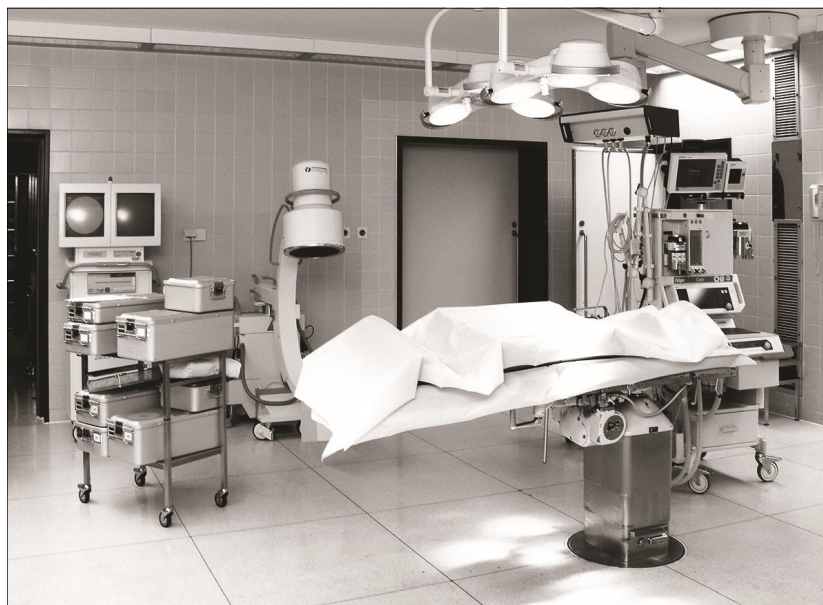
Emergency Rooms

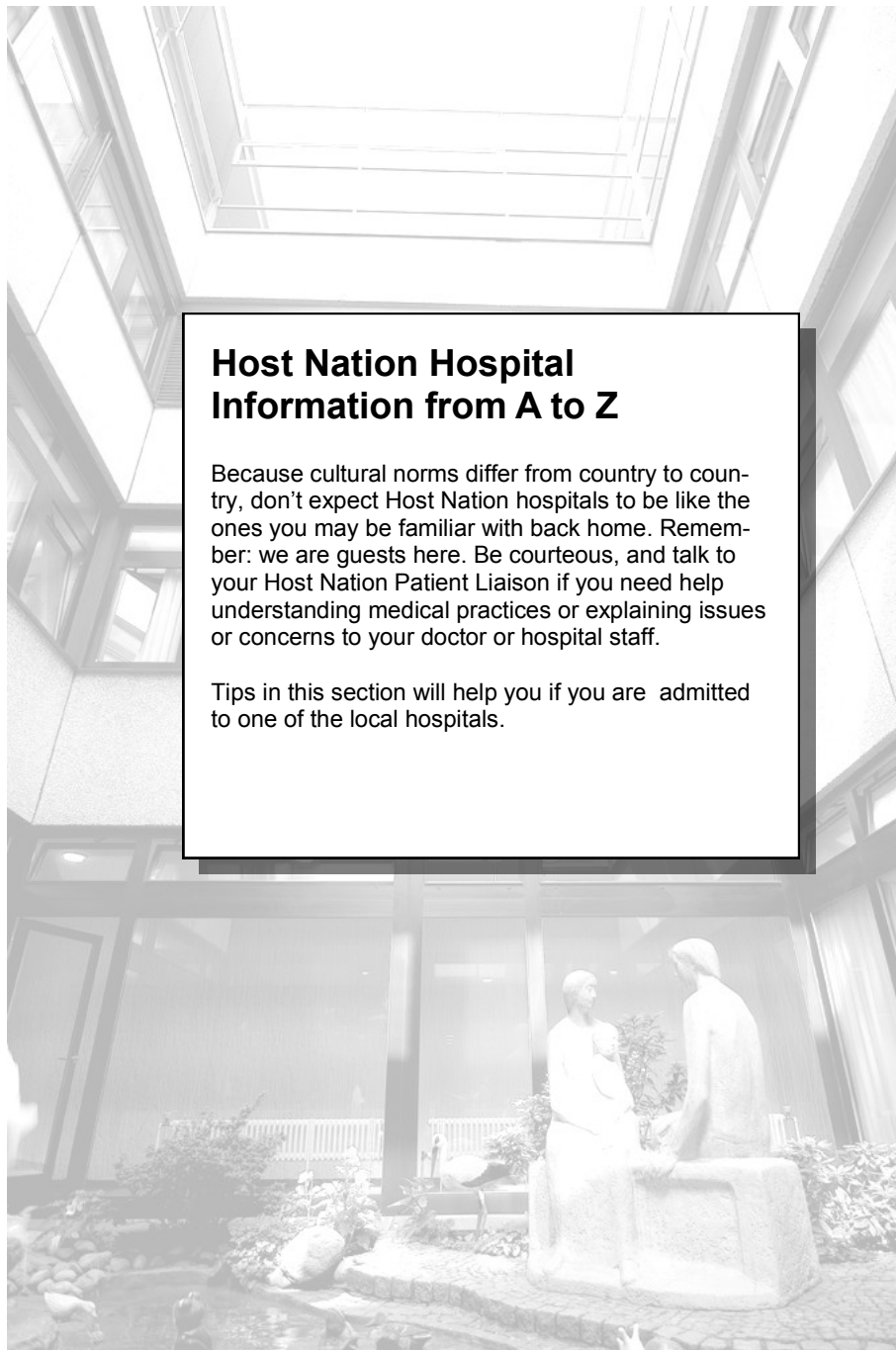
Know which Host Nation hospitals offer emergency care **before** you need to use one. The Host Nation hospital section in this guide lists the services offered at each facility, including emergency care. If you are not near one of those hospitals, go to the nearest one with an emergency room.

In the hospital's emergency area, you may be asked to complete TRICARE forms and have a copy made of your ID card. That is standard procedure. If you have any concerns about what you may be asked to sign, talk to your TRICARE Service Center or patient liaison.

If you need a patient liaison or an interpreter during an emergency situation, call the Military Police at DSN 467-114 or civilian phone number 09802.83.114.

If you (Soldier or Family member) are admitted to a Host Nation hospital, please notify your unit as soon as possible. Your unit will notify a patient liaison if not already done so, who will then contact you. Clinic Commanders receive daily reports of all U.S. military patients admitted to or discharged from Host Nation facilities.





Host Nation Hospital Information from A to Z

Because cultural norms differ from country to country, don't expect Host Nation hospitals to be like the ones you may be familiar with back home. Remember: we are guests here. Be courteous, and talk to your Host Nation Patient Liaison if you need help understanding medical practices or explaining issues or concerns to your doctor or hospital staff.

Tips in this section will help you if you are admitted to one of the local hospitals.

Host Nation Hospital Information from A to Z

Admission to the Hospital

A Beneficiary Counseling Assistance Coordinator at your TRICARE Service Center will discuss admission requirements and benefits with you prior to admission to a Host Nation hospital.

Upon admission, be prepared to complete some administrative formalities.

You will need:

- A referral from your primary care physician or specialist. Your TRICARE Service Center can provide the referral.
- Identification Card and passport.
- Medication list, pertinent medical records from previous hospitalizations, reports and/or letters from your physicians.

Alcohol

Do not drink alcoholic beverages during hospitalization without permission from your physician. Alcohol can cause adverse reactions with some medications.

Birth Registration and TRICARE Enrollment

Both parents will need to bring their passports and their original or certified copy of their marriage certificate. If either parent has been divorced, an original divorce decree or a certified copy of the divorce decree is required. Single parents should bring their passport and an original or certified copy of their birth certificate. Active duty Soldiers who do not have a passport should take their military ID card and birth certificate.

An international birth certificate is required by DEERS and a copy of the birth registration (Auszug aus dem Geburtsregister) is required by the U.S. State Department. Each certificate costs € 12 and must be paid at the hospital admissions office. These certificates cannot be processed before payment. You will be able to pick up your passports and baby's documents approximately three weeks later directly from the admissions office. To save yourself an unnecessary journey, please call the admissions office in advance to confirm the documents are ready to be picked up. If your child is TRICARE-eligible, please do not forget to visit the TRICARE enrollment office to enroll your newborn once the child is registered in DEERS.

Discharge

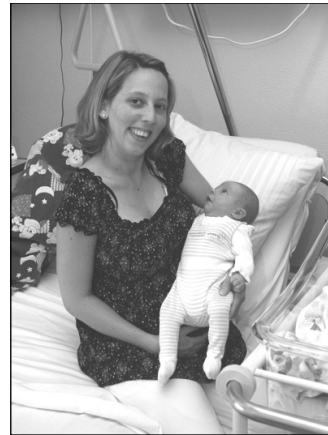
You will be expected to make your own arrangements for transportation. There are generally taxi stands outside the hospital, or the nursing staff will call you a taxi, if needed.

Before leaving:

- Check out at your ward's nursing station.
- Ensure you have a prescription for the medication you will need for the entire course of treatment. Information about prescriptions is on page 17.
- Make sure you have your discharge summary.
- Take all your valuables.
- Return your phone card to the vending machine so you can get your deposit back.

Flowers

Although you may love flowers, please ask visitors not to bring too many flowers or large flower arrangements. Hygiene problems might be caused and the nursing personnel might be hindered in the performance of their work. Vases for flowers are available at all wards. Please ask the nursing staff. The soil of potted plants may be a reservoir of pathogens. For this reason, no potted plants are allowed in the patient room.



Follow-up Visits

In general, all follow-up visits after an inpatient stay or a procedure must be with the physician or facility that treated you originally, not with the military clinic. Your TRICARE Service Center will assist you in making follow-up appointments.

Health Insurance for Visitors in Europe

Unless a visitor to Europe is already an eligible TRICARE beneficiary, non-emergency medical treatment will not be available at U.S. Military Treatment Facilities or at TRICARE's expense at a Host Nation hospital or clinic. Medicare will not pay when the care is obtained outside of the United States.

Private insurance is available, however, from commercial health insurers and/or some travel agents. TRICARE-Prime beneficiaries enrolled in other regions must obtain pre-approval of all non-emergency care from the region where they are enrolled. Without such pre-approval, beneficiaries may face increased costs. Beneficiaries enrolled in other regions should also be prepared to prepay for medical care.

For emergency care when traveling or on temporary duty, active duty members and TRICARE Prime-enrolled family members may call International SOS at 00.44.20.8762.8133. ISOS will find the nearest military or civilian emergency room, and, if an admission is indicated, will work with the admitting facility to guarantee payment. The ISOS number is toll-free; they will also take collect calls or call you back.

For complete information on TRICARE requirements while traveling, visit your TRICARE Service Center or the TRICARE Eurasia Web site.

Leaving your Room

When you are feeling better and able to leave your hospital room, please dress appropriately. Stay in your room until all the testing is completed and physicians have made their rounds. This varies from ward to ward. If you leave the ward, be sure to let the staff know. Once you are admitted to the hospital, you are not allowed to go home overnight or leave the hospital grounds. This is a liability issue. In some cases, you might be given a pass for a few hours or the weekend. This can be decided only by your physician. If your doctor approves a pass, you will be required to sign a waiver that releases the hospital from liability during your absence.

Meals

Patients usually have a choice of three menus for every meal. If your state of health necessitates a special diet or if you have individual needs or customs, the hospital staff will try to take this into consideration. Be sure to let them know.

Patients admitted to the hospital usually have their meals around these times:

Breakfast	0800
Lunch	1200
Dinner	1700

Traditionally, breakfast is a light continental meal, lunch is a cooked meal, and dinner is bread and cold cuts. If you are not on a specific diet, you can ask friends or family to bring you something to heat up in the ward microwave.

Do not expect to be served ice cubes in drinks during your hospitalization. You will be served bottled mineral water, a variety of teas, and/or juice. Have your visitor bring some euro to purchase snacks or drinks when needed.

Medical Reports

TRICARE beneficiaries should take any medical reports received from the hospital to the TRICARE Office for translation and inclusion in their official medical record.

Medications

If you are taking medications, vitamins, minerals or food supplements, inform your physician. If possible bring them with you to the hospital for your doctor to see. Do not continue to take these medications without the physician's knowledge; there could be adverse reactions with other medications that have been ordered. Often you will be given the medication for the entire day in the morning. The medication is placed in a plastic dispenser which is marked **morgens** (morning), **mittags** (noon), **nachmittags** (afternoon), **abends** (evening). If you are unsure of the medication you are receiving or how and when to take it, ask the staff or your Host Nation Patient Liaison. Be sure to inform the physician and/or staff about medication, food or other allergies you may have.

Overnight Stays

Spouses may stay overnight if they pay the overnight fee. The fee is usually between € 30 to € 50, depending on the hospital. TRICARE will not reimburse you for this expense as it is not directly related to the patient's health.

Parking

Parking may not be available for long-term stays. If parked illegally, some hospitals will have your car towed away at a stiff cost. Have someone drop you off and pick you up from the hospital. Depending on the reason for your admission, it may not be safe to drive yourself. Taxis are readily available.

Patient Confidentiality

Providers in Germany have strict confidentiality rules. Only physicians are allowed to give medical information to you and your family members. They will allow the Host Nation Patient Liaisons, who are bound by the same patient confidentiality rules, to assist and translate.

Personal Items

Host Nation hospitals do not provide personal items and toiletries. If you forget your personal items, the hospitals generally have small shops where you can purchase the basics until family or friends can bring what you need.

Phones

Phones are available for personal phone calls for a fee. Take enough euro to purchase a hospital telephone card that will allow you to make and receive calls from your bedside phone. TRICARE does not pay for phone charges. If you take your cell phone, please abide by hospital rules concerning its use.

Prescriptions

Your Military Treatment Facility will only fill prescriptions written in English from PPN providers and only if the drug is on the formulary. Note: not all Host Nation providers are in the PPN.

Though a Host Nation doctor may give you enough medication to last through the next working day, outpatient medication is generally not dispensed beyond that small amount. It is customary in the German Healthcare system that the patient report back to his/her family physician for follow-on care and prescriptions. However, there is no guarantee that you will be able to get an appointment to see your Primary Care Manager in the military clinic in time for a follow-on prescription or that the medication you were prescribed is even part of the military formulary.



When you are discharged, ask your treating physician for a *Privatrezept* (private patient prescription) for sufficient medication to last you to the anticipated end of the course of treatment. Take this prescription to a German pharmacy. Your TRICARE Service Center or Host Nation Patient Liaison can tell you which pharmacy will not ask you for prepayment if you are a TRICARE Prime beneficiary. If you need to fill your prescription after duty hours, on a Sunday or holiday, ask your physician to tell you the address of the nearest open pharmacy. In this case, be prepared to pay not only for your prescription, but also a night or Sunday surcharge. If you are a TRICARE beneficiary, you may contact your TRICARE Service Center to find out how to submit a claim for reimbursement. Always keep a copy of your prescription and receipt—you will not be reimbursed without it. Do not take your prescription to the military facility to have it re-written or changed to a U.S. prescription. Military providers cannot and will not do so.

Television

Televisions have only Host Nation channels. You may take a small DVD player or radio with headphones (respect the comfort of those around you). Do not forget that book you have always wanted to read. Ask friends and family to bring current magazines or puzzle books that can help pass the time while waiting for tests.

Getting Help After Hours

The Health Clinic's Referred Care Team is available on-call 24/7 to help if you are in the emergency room or admitted to the hospital. We can't help you if we don't know you're there:

Useful Phone Numbers:

Katterbach Health Clinic	09802.83.3398 or DSN 467-3398
24-hr Nurse Advice Line	00800.4759.2330
Host Nation Patient Liaisons	0162.2968.049 DSN 467-2169

The Katterbach Health Clinic is open:

Monday to Thursday	0730-1630
Active Duty Priority Care	0700-0730
Friday	0730-1130
Training Holidays	Closed
Saturday and Sunday	Closed
Federal Holidays	Closed
Appointments	09802.83.3398 DSN 467-3398

Referred Care Services

The TRICARE Service Center, located in the Katterbach Health Clinic, provides a range of services to help you navigate the German Health Care system:

The **Referred Care Team** will visit you in the hospital, help you understand your diagnosis, treatment plan, and medications, and help navigate some of the cultural differences between German and U.S. hospitals and clinics. The patient liaisons also coordinate your follow-up at the Katterbach Health Clinic. They may also assist with outpatient appointments.

Referred Care Team: The Referred Care Team is available to help when the Health Clinic is closed (after hours and on weekends). Contact is through the MP Station: 09841.83.3856/3855 or DSN 467-3856/3855.

The TRICARE **Medical Service Coordinator** does enrollments, corrections in enrollment status, and assignment of Primary Care Managers. TRICARE Medical Service Coordinator 09802.83.2353 (DSN 467-2353).

The **Beneficiary Counseling and Assistance Coordinator** (BCACs) and **Health Care Finders** (HCFs) in ERM clinics help with referrals, answer questions on TRICARE benefits and policies and help patients understand the procedures of being referred to an off-post provider. You may call the Katterbach Clinic BCAC at DSN 467-2617 or civilian 09802.83.2617.



Local Host Nation Hospitals

The overview of Host Nation hospitals that follows will familiarize you with Ansbach Klinikum, and Krankenhaus Neuendettelsau. These are all medical facilities that serve the Katterbach area.

Hospital services, maps and driving directions are located in the following section.

Please learn how to get around your neighborhood, including driving routes to your nearest Host Nation hospital emergency room. It also never hurts to learn how to ask for medical help in the Host Nation language. The Host Nation Patient Liaison can provide a medical phrase book. Be sure to ask for one.

For the most current information on area hospitals, visit the clinic page on the Europe Regional Medical Command Web site. That page will have Web links to important medical resources. The Web address is <http://ermc.amedd.army.mil>

Ansbach Klinikum

GPS Address

Escherichstrasse 1
91522 Ansbach

Phone Number

0981.4840

<http://www.klinikum-ansbach.de>

Email: mail@klinikum-ansbach.de

Services: Radiology, cardiology, nephrology, gastroenterology, endocrinology, surgery, OB/GYN, urology, orthopedics.



Emergency Services

The emergency room is located in front of the hospital. You will see a sign for the "Ambulatorium" on your left. Going through the entrance door of the emergency room, you'll see the reception office on your right. If you are coming from the main lobby, turn left and then keep walking straight until you see the reception desk on your left.

If an exam room is unavailable, you will be asked to sit in the waiting area. Like any emergency room, patients are seen according to medical priority and availability of appropriate physicians. TRICARE beneficiaries must complete a TRICARE claim form (DD2642). The hospital staff will make a copy of your ID card as proof of eligibility. You must notify the TRICARE office at Katterbach Health Clinic as soon as possible (preferably by the next business day).

Patients who are not TRICARE beneficiaries must notify their own insurance company.

Note: Active Duty soldiers MAY NOT sign out against the advice of German doctors unless approved by a physician from the Katterbach Health Clinic. Family members may sign out, but are encouraged to speak to their patient liaison before doing so.

Visiting Hours

Visiting hours vary, but are usually from 1400 – 2000 daily.

ICU visiting hours: 1400 – 1430 and 1800 – 1830. Only close family members are allowed in the ICU. Children under the age of 14 are not allowed.

If you or another patient in your room need to be seen by the doctor or a nurse, your visitors will be asked to leave the room. If you are mobile you may use the **Aufenthaltsraum** (patient lounge) the Lobby or the cafeteria. You should not have more than 2-3 visitors at a time. Keep visits to a reasonable length of time. Spouses may not stay in the patient room over night. Visitors may not sit on the patient bed or use the patient bathrooms. Please use visitor bathrooms.

20 Guide to Host Nation Healthcare

Telephone Use

At the admissions office, you will receive a card for your telephone. You will have to charge this card with money on a machine. At the end of your stay, you will get the money that you didn't use back by inserting your telephone card into the machine again.

- To activate your phone, insert your phone card in the slot on your telephone, pick up the receiver and press the grey button first and then press button 1.
Your telephone is now activated.
- Before making a phone call, make sure your phone card is inserted. Pick up the receiver and press the yellow button. Now you can make your phone call as usual.
- To deactivate your phone, pick up the receiver and press the grey button and then press 0.

Please try to stay off the phone between 2100 and 0800. Only emergency calls should be made during this time.

Parking

You will find a big parking area on your left-hand side in front of the hospital. You will have to buy a parking ticket. If you park on the street, be sure to observe posted parking restrictions. You will be ticketed for violating parking regulations, even if it is an emergency.

Religious Services

The chapel is located on the EG (first floor), right after the main entrance and is always open.

Service is on every Saturday at 1900hrs.

Catholic service every 2nd and 4th Saturday of each month.

Protestant service every 1st, 3rd and 5th Saturday of each month.

Alcohol/Smoking Policy

Do not drink any alcohol while at Klinikum Ansbach without the permission of your doctor. Smoking is highly discouraged and only allowed in designated areas. You will find a smoking area on the 4th floor.

Television Use

There is no charge for using the TV at Ansbach Krankenhaus. To use the TV you will need headphones. You can either use your own personal headphones or you can purchase some at the Kiosk (Gift shop) or at the Reception Desk in the main lobby.

Meals

Because you may be on a special diet or need to fast before certain tests, check with the nurses or your doctor before consuming food or drink not provided by the hospital. The Klinikum Ansbach serves three meals a day. Breakfast is served as a buffet and is usually a choice of bread, rolls or toast with jam, honey, deli meats or cheese. Lunch is a hot meal and dinner consists of cold cuts and cheese. Normally for lunch, you will have a choice of three different dishes that you will be asked to choose the day before.

Gift Shop Hours

Monday	0800 – 1200
Tuesday – Friday	0800 – 1130 & 1300 – 1800
Saturday	0900 – 1130
Sunday and German Holidays	1300 – 1600

Sells beverages, fruit, candy, hygiene items, German newspapers and magazines and flowers.

Cafeteria Hours

Monday	0800 – 1600
Tuesday – Friday	0800 – 1830
Saturday	0900 – 1830
Sunday and German Holidays	1300 – 1700

Admission

Monday – Thursday	0800 – 1630
Friday	0800 – 1400

The Admissions Office is located on the first floor. For admission, TRICARE beneficiaries will be expected to complete a TRICARE claim Form (DD 2642), signed by the patient or parent/guardian. A copy of the patient's ID card will be made to verify eligibility and attached to the claim form. For children younger than 10 years of age without an ID card, use the parents' information. If paperwork has not been completed by the time of admission you may be asked to go to the office on the next workday to do so.



Retirees with other health insurance should not sign a TRICARE claim form. You will first process your bill with your other health insurance.

NON-TRICARE beneficiaries: Depending on your health insurance, might be asked to deposit € 10 prior to admission.

Patient Confidentiality

The German healthcare system has the same strict patient confidentiality rules as the U.S. system. Only physicians are allowed to give you and your family members medical information. They will allow the **Patientenbetreuerin** (patient liaisons) to assist and translate because they understand the liaison is bound by the same patient confidentiality rules. Generally the nursing staff is not allowed to give out medical information to the patients or family members; however, nurses may clarify what they already know the physician has told you.

Medications

If you take regular medications, inform your doctor. If possible bring them with you to the hospital for your doctor to see. Do not continue to take this medication without

his/ her knowledge; there could be adverse reactions with other medications that have been ordered. You will often be given a full day medication in the morning for you to take throughout the day.

If you are unsure of the medications you are receiving, or how and when to take them, ask the nurse or contact your patient liaison for clarification. Be sure to inform your doctor of any allergies.

Cultural Differences

Privacy is very relaxed and you may not be given a sheet or a gown to cover yourself during an examination. If you are uncomfortable please feel free to ask for a sheet or gown. You may also bring your own towel or T-Shirt to an exam. Most inpatient beds are not surrounded by curtains as you may be accustomed to from U.S. hospitals.



Leaving your Room

You should stay in your room until the doctor has made his visit to you in the morning, generally between 0800 and 1100. If tests are scheduled, you should stay in or near your room as you may be called to go for the test at any time. If you leave your room, please let the nurse know you are gone. Once you are admitted, you are not allowed to go home over night or leave the hospital grounds. This is a liability issue.

In some cases, the doctor may allow you a pass for a few hours. For liability purposes you will still have to sign a waiver that you are going against medical advice.

Discharge from the Hospital

Your length of stay in the German hospital will probably be longer than in a U.S. hospital. Your German physician wants to be sure further inpatient care is not necessary, rather than discharge you too soon.

On your discharge day, you will be given a report outlining your diagnosis, treatment and follow-up recommendations.

If you need medications and the health clinic is not open, your German doctor will write you a prescription to be filled in a German pharmacy (**Apotheke**). TRICARE has a contract with four local pharmacies where you will not have to pay for prescriptions. Those are:

Loewen-Apotheke	Neustadt-Apotheke	Fontane Apotheke	Weinbergapotheke
Platenstr. 26	Neustadt 25	Endresstr. 14	Eichendorffstr. 1
91522 Ansbach	91522 Ansbach	91522 Ansbach	91522 Ansbach
0981.2030/ 3050	0981.5617	0981.977.5525	0981.48.8800

If you are unable to go to any of these, TRICARE beneficiaries should bring their receipt to the TRICARE Service Center at the Katterbach Health Clinic to file a claim for reimbursement of prescription costs.

Klinik Neuendettelsau

GPS Address

Heilsbronner Strasse 44
91564 Neuendettelsau

Phone Number

09874.85233
Fax: 09874.85790



Web site

<http://www.diakonieneuendettelsau.de>
Klinik Neuendettelsau

Services

Klinik Neuendettelsau, has approximately 180 beds and is a medium-sized hospital with a very modern gynecological and delivery ward. It is the preferred referral Labor/ Delivery center for the Katterbach Community. You will be sent there for pre-natal care and delivery. Upon your arrival at the clinic a mid wife will assist you and stay with you during your entire labor experience. In the delivery rooms, you will also find a delivery bathtub. They offer a wide range of anesthesia, homeopathic medications, and full-rooming-in if wished. For prenatal care and delivery of difficult pregnancies, multiple pregnancies, and breeched babies, you most likely will be sent to the Frauenklinik Hallerwiese in Nuernberg, or to the Suedklinikum Nuernberg.

To ease your concerns and help you with your decision of where you would like to deliver your baby, a tour through the delivery room in Neuendettelsau is offered every 1st and 3rd Friday of the month at 1700 hrs. The tour will be given in English. For more information, call 09874.85.277.

Admissions Office (Patientenaufnahme)

The Admissions Office is located on the first floor (EG).

During admission, TRICARE beneficiaries will be expected to complete a TRICARE claim form (DD 2642), signed by the patient or parent/ guardian. A copy of your ID card will be made to verify eligibility and attached to the claim form. For children younger than 10 years of age or without an ID card, use parents' information.

Retirees with other health insurance should not sign a TRICARE claim form. You will first process your bill with your other health insurance, TRICARE is the secondary payer.

NON-TRICARE beneficiaries: Depending on your health insurance you might be asked for a deposit prior to admission.

Visiting Hours

Visiting hours at Clinic Neuendettelsau are very flexible but usually end at 2100. If you or another patient in your room need to be seen by the doctor or a nurse your visitors will be asked to leave the room.

24 Guide to Host Nation Healthcare

If you are mobile, you may use the **Aufenthaltsraum** (patient lounge), the Lobby, or the cafeteria. You should not have more than 2-3 visitors at a time. Keep visits to a reasonable length of time. Visitors may not sit on the patient's bed or use the patient's bathrooms. Please use visitor bathrooms.

Telephone and Television Use

Telephone services are offered at Clinic Neuendettelsau. Both can be rented for an additional fee.

Please try to stay off the phone between 2100 and 0800. Only emergency calls should be made during this time.

Parking Details

You will find a parking spot right in front of the hospital. You will have to use a blue parking timer or just write your time of arrival on a piece of paper and place it in the front window. Parking is limited and might not be available for long-term stays. If possible, have someone drop you off and pick you up.

Religious Services

The Clinic Neuendettelsau is a protestant Hospital and offers protestant services in their chapel on regular basis.

Alcohol/Smoking Policy

Do not drink any alcohol while at Klinik Neuendettelsau without the permission of your doctor. Smoking is highly discouraged and only allowed in designated areas.

Cafeteria or Snack Availability

The Klinik Neuendettelsau provides three meals a day. The food is different from what you may expect. Breakfast is usually a choice of bread, rolls or toast with jam, honey, deli meats or cheese. Lunch is a hot meal and dinner resembles an U.S. lunch. Normally for lunch, you will have a choice between three different dishes that you will be asked to choose from the day before.

You will find the Cafeteria/ Kiosk in the main lobby. It sells beverages, fruit, candy, hygiene items, German newspapers and magazines and flowers.

Medications

If you take regular medications, inform your doctor. If possible, bring them with you to the hospital for your doctor to see. Do not continue to take this medication without his/ her knowledge; there could be adverse reactions with other medications that have been ordered. You will often be given your full day's medication in the morning. If you are unsure of the medications you are receiving, or how and when to take them, ask the nurse or contact your patient liaisons for clarification. Be sure to inform your doctor of any allergies.

Privacy

Privacy is very relaxed and you may not be given a sheet or a gown to cover yourself during an examination. If you are uncomfortable, please feel free to ask for a sheet or gown. You may also bring your own towel or T-Shirt to an exam. Most patient beds are not surrounded by curtains as you may be accustomed to.

Your Baby

The Clinic Neuendettelsau offers full rooming in. That means you can have your baby in your room all day and night if you wish. You can also choose to give your baby to the nursery room (Kinderzimmer) at night or at any time of the day. The nurses and mid-wives will assist you with breastfeeding, bathing, dressing your baby and more. If you have any questions, they will be happy to provide you with as much information as you need. If you have trouble understanding them, please contact your patient liaison.

A Pediatrician will examine your baby directly after delivery and before discharge from the hospital. The Clinic Neuendettelsau cooperates closely with the Cnopfsche Kinderklinik in Nuernberg (pediatric hospital).



Discharge

The length of your stay in the German hospital will probably be longer than in a U.S. hospital. Your German physician wants to be sure further inpatient care is not necessary rather than discharge you too soon. The length of stay for a normal delivery is approximately 1-3 days and for a c-section about 3-5 days.

Upon discharge, active duty patients will be given a preliminary report outlining your diagnosis, treatment and follow-up recommendations. Civilian patients will be given a short note in their mother's pass (MUTTERPASS) on how the delivery went.

If you need medication and the health clinic is not open, your German doctor will write you a prescription to be filled in a German pharmacy (**Apotheke**). TRICARE has a contract with four local pharmacies where you don't have to pay up front:

Apothekes

Weinberg	Loewen	Neustadt	Fontane
Eichendorffstr. 1	Platenstr. 26	Neustadt 25	Endresstr. 14
91522 Ansbach	91522 Ansbach	91522 Ansbach	91522 Ansbach
0981.488800	0981.2030/ 3050	0981.5617	0981.977.5525

If you had to pay up front, TRICARE beneficiaries should bring their receipt to the TRICARE Service Center at the Katterbach Health Clinic to file a claim for reimbursement.

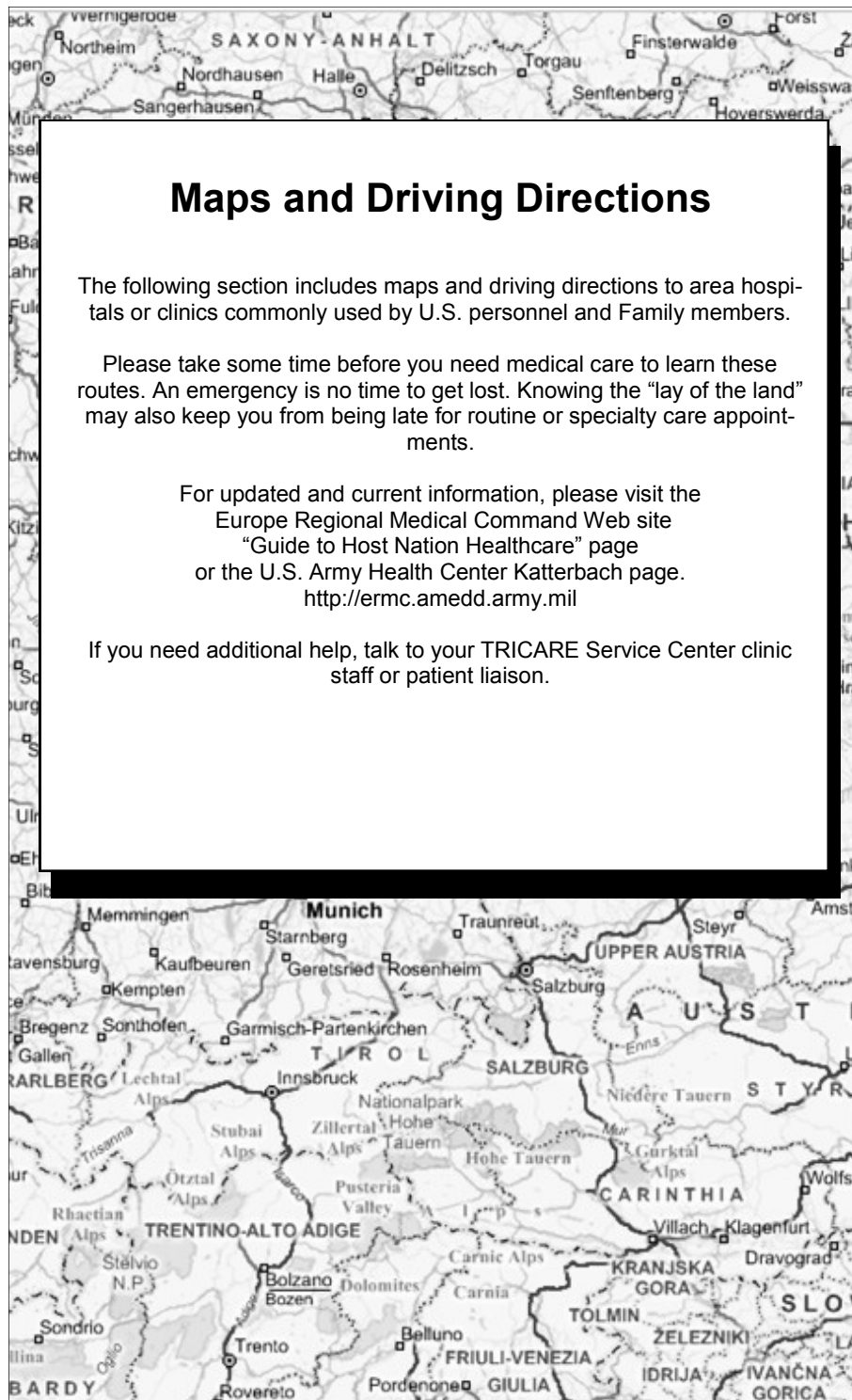
Health care overseas can be an adventure



Talk to your patient liaison about local customs and medical practices.

If you need a Host Nation Patient Liaison or an interpreter, call
DSN 467-2169 or civilian 09802.83.2169 or 0162.296.8049

Notes



Maps and Driving Directions

The following section includes maps and driving directions to area hospitals or clinics commonly used by U.S. personnel and Family members.

Please take some time before you need medical care to learn these routes. An emergency is no time to get lost. Knowing the “lay of the land” may also keep you from being late for routine or specialty care appointments.

For updated and current information, please visit the
Europe Regional Medical Command Web site
“Guide to Host Nation Healthcare” page
or the U.S. Army Health Center Katterbach page.
<http://ermc.amedd.army.mil>

If you need additional help, talk to your TRICARE Service Center clinic staff or patient liaison.

Klinikum Ansbach

GPS Address

Escherichstrasse 1
91522 Ansbach

Phone Number

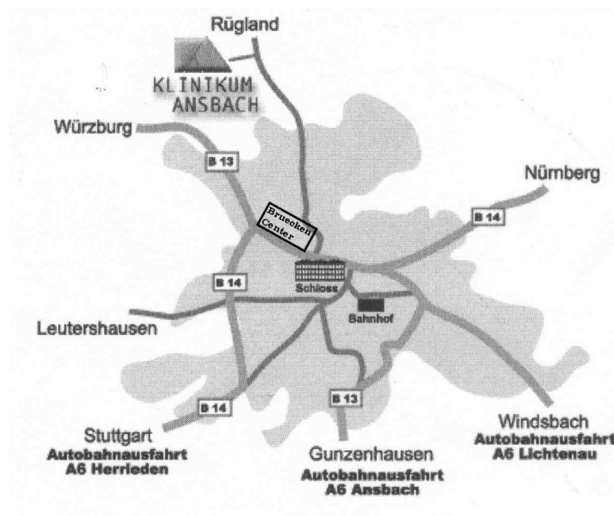
0981.4840

Web site

www.klinikum-ansbach.de

Driving Directions

1. Turn left on NEA39/ Westheimerstrasse
2. Turn left onto B470.
3. Continue along B13 toward Ansbach.
4. Turn left on Berlinerstrasse and head toward Schulzentrum-Nord/
Klinikum TIZ
5. Turn left on ST2255/ Ruglanderstrasse
6. Turn left on Escherichstrasse.
7. End at Escherichstrasse 1.



Krankenhaus des Diakoniewerks Neuendettelsau

GPS Address

Heilsbronner Strasse 44
91564 Neuendettelsau

Phone

09847.86.233
Fax: 09847.85.790

Web site

<http://www.diakonieneuendettelsau.de>

**Driving Directions**

1. From Katterbach, get on B14 toward Nuernberg.
2. Before Heilsbronn, turn right toward Neuendettelsau.
3. Keep going straight. You will see signs for the hospital where you will have to make a left-hand turn.
4. Arrive at Heilsbronner Strasse 44.

Frequently Asked Questions

Host Nation Providers

What is the Preferred Provider Network?

The TRICARE Eurasia Preferred Provider Network, or PPN, consists of Host Nation health care providers who agree to provide care to TRICARE beneficiaries and assist them in filing TRICARE claims. In most cases, PPN providers will not require up-front payment from TRICARE Prime beneficiaries.

Why should I use a PPN provider?

PPN providers provide routine and specialty care that may not be readily available at your local Army Medical Treatment Facility. They are an important part of our pledge to provide access and continuity of care to our beneficiaries.

How can I locate a PPN provider?

Your local TRICARE Service Center staff will help you find a PPN provider when you are referred for Host Nation care. You can also use the PPN Provider Search Tool on the TRICARE Eurasia Web site or contact your TRICARE Service Center for assistance.

Complaints / Compliments / Feedback

What if I have a complaint, compliment or concern about Host Nation care?

If you provide your e-mail address to the TRICARE Service Center during the referral process, a Host Nation provider evaluation form will be e-mailed to you. If you are hospitalized, talk to your Host Nation Patient Liaison. You can also contact the Katterbach Patient Representative at DSN 467-3372 or civilian 09802.83.3372 or use the "Contact Us" feature on the TRICARE Eurasia Web site, or contact the clinic commander.

Host Nation Patient Liaisons

What do I do if I am in the hospital and don't speak the local language?

Most medical professionals speak some English. Host Nation Patient Liaisons employed by the military health care facilities can help you communicate with your doctors and staff in Host Nation hospitals and clinics.

Where do I get follow-up care after being hospitalized in a Host Nation facility?

Host Nation Patient Liaisons coordinate a follow-up care plan for you upon your discharge from a Host Nation hospital. If you were seen as an outpatient in a German facility, you will normally get follow-up care in the U.S. military clinic with the doctor who gave you the referral. It is important to keep copies of all your test results and other paperwork from the Host Nation provider. Take those documents to your follow-up appointment for review by your doctor. If the documents are in another language, they will need to be translated.

Your Host Nation doctor may recommend that you follow-up with him or her. Remember that, unless these follow-up visits have been authorized by TRICARE, you may be required to pay for any follow-up appointments.

How can Host Nation Patient Liaisons help?

Host Nation Patient Liaisons are fluent in English and the Host Nation language. They are familiar with medical terminology, can assist you with communication, and ensures you and the hospital staff have a complete understanding of your condition and treatment.

When you visit your TRICARE Service Center to arrange your admission to a hospital, TSC personnel notify your local Host Nation Patient Liaison. The main priority of the Host Nation Patient Liaison program is to make visits to patients in Host Nation hospitals.

You may also contact a Host Nation Patient Liaison any time you need assistance. If you are in a Host Nation hospital, the Host Nation Patient Liaison will visit you every duty day and give you information on how to contact him or her. There is a Host Nation Patient Liaison on call in your community for emergencies, after hours, and on weekends.

If you are a Soldier or active duty Family member and are admitted to a Host Nation hospital for an emergency, please notify the sponsor's unit as soon as possible. Unless you have already called a patient liaison, the unit will notify the nearest local clinic or hospital and a Host Nation Patient Liaison will contact you. Clinic commanders receive daily reports of all U.S. military patients admitted to or discharged from Host Nation facilities.

What can the Host Nation Patient Liaison do for me?

- Help you obtain up-to-date information on your medical condition and care plan.
- Tell you what to expect in Host Nation facilities, explain common cultural differences, and advise you on what to bring to the hospital.
- Help plan your transfer from a Military Treatment Facility to a Host Nation medical facility or from a Host Nation facility to a Military Treatment Facility.
- Provide you with a copy of the USAREUR Medical Phrase book.
- Help coordinate consults, tests, and follow-up care.
- Provide local resources for medical supplies and pharmacies.

Please note: Host Nation Patient Liaisons *cannot* transport patients in their private cars.

What can I do to help myself?

Write down questions you have about your condition, care, or discharge. Visit your local TRICARE Office for information about payment of hospital bills.

TRICARE***I am a TRICARE Prime beneficiary. Who do I talk to if I have received medical bills from a Host Nation Preferred Provider or hospital?***

Contact your local TRICARE Service Center or Beneficiary Counseling and Assistance Coordinator. They are responsible for providing technical advice about the TRICARE program, including processing of Host Nation medical bills.

I am NOT a TRICARE Prime beneficiary. Who do I talk to if I have received medical bills from a Host Nation Preferred Provider or hospital?

If you are a TRICARE Standard beneficiary, talk with your TRICARE Service Center. If you are not a TRICARE beneficiary, contact your insurance company claims representative.

When will TRICARE NOT pay my bills?

- If you are enrolled in Prime in a different region and fail to obtain pre-authorization for care (other than in an emergency).
- If you are enrolled in TRICARE Standard, you are responsible for your cost-share and deductible.
- If you are not enrolled in TRICARE.
- If you obtain services that are not a TRICARE-covered benefit (acupuncture, IVF, chiropractic services, comfort items, parking, overnight stays for individuals other than the patient, items and treatment not medically necessary). Check with your TRICARE Service Center before obtaining any such services.
- If you are TRICARE-ineligible, (this may apply to parents and parents-in-law who are command-sponsored), command sponsorship does not include TRICARE coverage unless the parent/in-law is eligible for TRICARE in his/her own right, for instance, as a retiree. The sponsor is responsible for medical bills of command-sponsored family members who are not TRICARE-eligible.
- When the care was provided more than a year ago, TRICARE policy prohibits the payment of bills for care rendered more than 12 months ago. Be sure to bring any bills you may receive to TRICARE promptly. Because German providers may mail the bill to you instead of to TRICARE, check your German mail box. Be sure to Inform TRICARE of any non-referred care you received from a Host Nation provider. TRICARE will not pay any late or legal fees if you fail to submit your bill for payment in time.

What are the contact numbers for the military treatment facility?

TRICARE Nurse Advice Line 00800.4759.2330
Provides medical advice and can book you an appointment in the MTF

U.S. Army Health Clinic Katterbach
Appointment Line DSN 476-3398
Civilian 09802.83.3398

TRICARE Service Center DSN 467-2619
Civilian 09802.83.26119

TRICARE Area Office-Eurasia-Africa DSN 496-7412
Civilian 49.(0) 6302.67.7432
E-mail teoweb@europe.tricare.osd.mil

Quick Reference Phone Numbers

U.S. Army Health Clinic Katterbach

Nurse Advice Line:	00800.475.92330
Ambulance:	DSN 116, Civilian 09841.83.116
Military Police (emergencies):	DSN 114, Civilian 09802.83.114
Emergency care:	116 from on-post, 09802-83-116 from off-post
Clinic duty day number:	DSN 467-3398, Civilian 09802.83.3398
Patient Liaison:	DSN 467-2169, Civilian 09802.83.2169
EDIS:	DSN 468-7811, Civilian 09811.83.7811
Immunization Clinic:	DSN 467-3398, Civilian 09802.83.3398
Behavioral Health:	DSN 468-7853, Civilian 09802.83.7853
Optometry:	DSN 467-3232, Civilian 09802.83.3232
Pharmacy:	DSN 467-2665, Civilian 09802.83.2665
Physical therapy:	DSN 467-3398, Civilian 09802.83.3398
Preventive Medicine:	DSN 467-3400, Civilian 09802.83.3400
Community Health Nurse:	DSN 467-3400, Civilian 09802.83.3400
Social Work Services:	DSN 467-2850, Civilian 09802.83.2850
MP Desk:	DSN 467-3856/3855 Civilian 09841.83.3856/3855
TRICARE Service Center:	DSN 467-2619/2677 Civilian 09802.83.2619/2677
Patient Advocate:	DSN 467-3949 Civilian 09802.83.3949
Pharmacy refills:	DSN 486-5601 Civilian 00800.7446.2500

Resources on the Web

Army Wounded Warrior Program

www.AW2.army.mil

(Assists severely wounded, injured and ill Soldiers, Veterans and their Families)

Army Behavioral Health

www.behavioralhealth.army.mil

(Tools to adjust, cope, get ready to deploy, transition to return home, and more)

Centers for Disease Control and Prevention

www.cdc.gov

(Reliable health information, updates on pandemics, flu's, vaccinations, etc.)

Europe Regional Medical Command

<http://ermc.amedd.army.mil>

(ERMIC updates and access to U.S. Army Health Clinics Europe)

Military OneSource

www.militaryonesource.com

(Support system and access to community resources)

TRICARE

<http://www.tricare.mil/mybenefit> or <http://www.tricare.mil/tma/EurasiaAfrica/>

(Complete access to TRICARE benefits and coverage information)

U.S. Army Center for Health Promotion and Preventive Medicine—Europe

www.chppmeur.healthcare.hqusareur.army.mil

(Information on military public health programs, force health protection and readiness)

World Health Organization

www.who.int/en

(Updates and information on worldwide health trends)